

Representative Task Order 1: Library and Information Systems Support**Period of Performance: 1 year beginning June 1, 2013****LIBRARY INFORMATION SYSTEMS AND SUPPORT (SOW 2.4)**

The Contractor shall implement and sustain uses of appropriate technology to facilitate optimal operation of all library functions and cost-effective access to relevant internal and external information resources. In support of this requirement the Contractor shall provide the following support, Analyzing present and future technologies and systems as they relate to library operations; developing and implementing plans for integrating electronic resources into the information services program; monitoring and interfacing of the Goddard Digital Library (GDL); documenting GDL module configurations and software/data interfaces; production of a spectrum of library products emanating from the GDL database; creation, update, and maintenance of library databases; availability of library systems for public access, including both access from Goddard Center workstations as well as remote access from users via the Internet; maintenance and administration of the Library's database servers; and user manuals.

Philosophy: The Library Information Systems function supports all the contract functions and links them to each other, to the library users, to the local products and to GDL. The primary goal is competent configuration management in its very broadest interpretation.

The Contractor shall provide sustained (24 hours a day, seven days a week) availability of:

1. All GDL modules for public and staff access to the collections and support operations.
2. Access to remote utilities, external databases and electronic interchanges in support of library applications.
3. The Contractor shall maintain the Library's information systems infrastructure, both hardware and software, installing upgrades, facilitating usage, troubleshooting, and effectively managing the interfaces for existing and newly acquired components.

4. The Contractor shall maintain the Goddard Library online electronic item request and document delivery system, use an electronic article request form to support desktop request generation and fulfillment for library customers, and shall identify and facilitate access to external, non-NASA electronic sources of documents.

5. The Contractor shall configure, maintain, and administer Library database servers and multi-platform access gateways, including but not limited to the following: GODDARD GALAXIE Library Management System, ILLIAD Interlibrary Loan/Document Delivery System, Library One Search, Library Project Management Site (SharePoint site), electronic books and journals, special electronic collections, and all resources developed for, or linked from, the GSFC Digital Library (<https://library.gsfc.nasa.gov>)

6. The Contractor shall maintain and update the Library's website including but not limited to providing curator responsibility for all Library Web pages, except the specific pages assigned to the Government Staff.

7. The Contractor shall maintain and update the Government-furnished manuals, including user manuals, and shall deliver current versions of all manuals annually, at end of contract year.

Deliverables

1. System user manuals on an annual basis, at end of contract year.

Representative Task Order 2: Library and Information Services: Research Services**Period of Performance: 3 weeks from Task Order Issuance beginning January 7, 2013****Introduction:**

Research Services provide objective, expert analysis and consultation to customers and prepare innovative analytical studies on topics established by customers. Personalized assistance is provided by an expert on information resources and includes analysis, and evaluation of sources from cost-based and publicly accessible databases and scientific and technical books and journals. Analytical reports, memoranda, and written materials are prepared for customers regarding resources related to their specific subject.

Research Services specializes in those inquiries which require comprehensive reference, research, advisory, evaluative, and instructional services; and those which are complicated by the novel or obscure nature of the problem.

Philosophy:

Research Services assists customers in effective search and retrieval of information resources, analysis of existing literature and tailoring results to meet the specific information requirement. The primary goal is comprehensive research assistance.

1. The Contractor shall prepare a literature search on the topic of Astronomical Charge-Coupled Device (CCD) Cameras.
2. Contractor shall prepare a Customized Results Package or Technical Report to include search strategy, key terms, databases utilized, and an analysis of the literature. The Results Package also includes an annotated listing of the recommended information resources, journal articles, books and other resources available on the subject.

Deliverables:

1. Customized Results Package or Technical Report for a search on the topic of Astronomical CCD Cameras (paper copy).
2. A form or report indicating actual hours incurred for research as follows:

COMPONENT	LABOR CATEGORY	<u>NUMBER OF HOURS</u>
Research Interview	Category A	XX
Research Phase	Category A	XX
	Category B	XX
Analysis Hours	Category A	XX

	Category B	XX
Deliverable Development		
	Category A	XX
	Category C	XX
TOTAL HOURS - RTO		XXX